

Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) Quick Reference Guide

eviCore healthcare administers the utilization management program for all outpatient MRI/MRA, CT/CTA, PET imaging studies, nuclear cardiac imaging procedures, including single photon emission computed tomography (SPECT), and sleep studies for all HMO, CommunityCare HMO, EPO, PPO, and Medicare Advantage (MA) Direct Network/Fee-for-Service members.

Imaging procedures performed during an inpatient admission or emergency room visit are NOT included in this program.

All of the outpatient imaging services listed above will be evaluated based on the applicable terms of the health benefit plan (including, but not limited to, medical necessity) and require prior authorization by eviCore healthcare. Services will be authorized for covered imaging studies performed at a facility within the Health Net network.

eviCore healthcare will respond to requests for prior authorization within two business days once complete clinical information is received.

Prior Authorization Process

There are three ways to request prior authorization for an imaging procedure from eviCore healthcare:

1. Internet

Complete the Internet-based submission form by logging on to the secure Web site at www.evicore.com.

2. Telephone

Contact eviCore healthcare toll-free, 5:00 a.m. to 6:00 p.m. PST, Monday through Friday at **(888) 693-3211** and give all pertinent clinical information over the telephone. Outside of these normal business hours, you may call eviCore healthcare and leave a voice mail for a return call the next business day. When calling eviCore healthcare with a request for prior authorization, please have the following information available:

- Member demographic information, including Health Net member ID and date of birth
- Current diagnosis and clinical information, including treatment history, treatment plan and medications
- Member's chart and previous imaging study results

3. Fax

Complete the demographics box at the top of the fax form and **include the office notes/previous imaging reports** for the member and fax your request to eviCore healthcare at (888) 693-3210.

Coverage Authorizations

Your request for prior authorization will be processed **within two business days** after the receipt of all necessary information. Once coverage is approved, an authorization number will be faxed to the ordering physician and requested facility, and mailed to the member. Please note: eviCore healthcare will specifically approve both the facility to perform the imaging study and the CPT code or codes for the diagnostic imaging.

Coverage Denials

If a request for prior authorization is denied, an eviCore healthcare representative will call the ordering physician's office and verbally communicate the denial determination and the rationale for the denial. The ordering physician may request a reconsideration of the denial decision by either faxing additional information or discussing the denial determination with the eviCore healthcare physician reviewer. Written notification of the final determination will be faxed to the requesting physician and mailed to the member. The written notification will include information about the member appeal rights.

Peer Review

Referring physicians or radiologists may request a peer review discussion of a denial decision with one of MedSolutions' physician reviewers. To request a peer review, call eviCore healthcare at (888) 693-3211 during normal business hours of 5:00 a.m. to 6:00 p.m. PST, Monday through Friday.

Expedited Requests

If the referring physician believes a medical emergency is occurring, prior authorization is not required for diagnostic imaging studies performed on an outpatient, emergent basis. eviCore healthcare physician reviewers will retrospectively review the request and the clinical documentation supporting the nature of the medical emergency.

MEDICALLY URGENT: For those situations where advanced imaging is required on the same day due to a medically urgent condition, **call** eviCore healthcare at **(888) 693-3211** for prior authorization. Have the pertinent clinical office notes, the member's chart and previous imaging study results available for reference during your call. eviCore healthcare will render a decision within **four hours of receipt** of all necessary information. Please clearly indicate that the prior authorization request is for **medically urgent care**.

eviCore healthcare Web-Based Services

You may access eviCore healthcare online for day-to-day transactions and services. To reach eviCore healthcare online services please go to the Web site, **www.evicore.com**, select your professional group and follow the online instructions. Here you may sign up for access to a variety of eviCore healthcare services, including prior authorization guidelines. Please be sure to watch the Web site for news of future online initiatives.

Fax Forms

You can request additional copies of the fax form by accessing the eviCore healthcare Web site at **www.evicore.com** or by calling the eviCore healthcare Customer Service Department toll-free at **(888) 693-3211, option # 3**.